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ABSTRACT

The need for new standards has arisen in Florida public libraries as a result of the library profession's shift from quantitative, input-based standards to qualitative, output-based standards to measure library performance and excellence. The standards in this document were developed after over 100 participants identified subjects to be addressed and developed recommendations and submitted them to the Standards Working Committee. The final standards are organized in the following broad categories: (1) governance, leadership and funding; (2) personnel; (3) access; (4) materials and collections; (5) services; (6) facilities; (7) cooperation and resource sharing; and (8) community relations. In each section there is an objective defined, addressing the purpose of the standards for the topic area. The standard appears in bold type, followed by a checklist that contains a number of indicators a library can use for self-assessment. Each section includes a list of critical resources. Four appendixes provide supplemental information about the working committee, recommended salaries, a glossary, and an annotated bibliography of 65 sources. (SLD)

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# STANDARDS FOR FLORIDA PUBLIC LIBRARIES: A VISION FOR THE 21ST CENTURY

Prepared by the

Florida Library Association
Public Library Standards Working Committee

and

Leslie Burger and Barbara Weaver
Library Development Solutions
Princeton Junction, NJ

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May 1995

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## INTRODUCTION

In 1993, the Florida Library Association submitted an LSCA grant proposal to the State Library of Florida to request funding to support the development of revised standards for Florida's public libraries. The need for new standards had arisen as a result of the library profession's shift from quantitative, input-based standards to qualitative, output-based standards to measure library performance and excellence.

Recognizing the importance of broad participation in the standards development process, the Florida Library Association appointed a Standards Working Committee consisting of public library directors, governing board representatives, library staff, library educators and other interested library users to create new library standards. In addition, the Association engaged the services of Library Development Solutions, a New Jersey-based consulting firm, to assist in the compilation of the standards.

The Florida Library Association and public library community adopted the following principles to guide the standards development process:

- Active involvement of the library community in every step of the decision making process through public hearings and other discussion forums.
- Standards which contain both qualitative and quantitative measures designed to assess current library performance.
- Standards which are focused on library users and their needs for service.
- Standards which are relevant to libraries of all sizes.
- Standards which reflect the importance of technology in providing library service and stress the need for greater cooperation and resource sharing.

### Methodology

The standards contained in this document were developed over a six-month period. Ideas for the type of standards needed for Florida libraries were gathered during the 1993 Public Library Director's meeting sponsored by the State Library of Florida. Over 100 participants spent 1½ days identifying subjects to be addressed in the Standards document and developing specific recommendations to be considered by the Standards Working Committee as they developed their document.

The Standards Working Committee considered the input from the Public Library Director's meeting, reviewed standards from other states and professional associations, surveyed the FLA Public Library Caucus and developed a basic framework for the proposed standards. Individual committee members forwarded their recommendations to Library Development Solutions for inclusion in the document. A working draft of the standards was presented to the Committee in January 1994. The Committee then met several times to discuss the draft and provided the consultants with guidance for future revisions.

A broad outline of the proposed standards was presented to attendees of the Florida Library Association Annual Conference in May 1994. Meeting participants responded positively to the Committee's proposals, offered suggestions for improving the usefulness of the standards to public library staff, and provided additional resources for the Committee's consideration.

Standards Committee members shared subsequent drafts of the standards with members of their staff, local governing boards and government administrators to obtain additional input prior to the formal presentation of the proposed standards at the 1994 Public Library Directors Conference.

At the November 1994 Public Library Directors Conference, Members of the Standards Committee held a hearing to identify concerns regarding the proposed draft and solicit comments for suggested changes and improvements. Information obtained at the hearing was supplemented by data gathered in a brief survey that was distributed to all conference participants.

### Acknowledgements

The Florida Library Association acknowledges the important role the State Library of Florida has played in the standards development process. The State Library has provided grant funds to support this effort, made their staff expertise readily available to the Standards Working Committee and the project consultants and has provided the Committee with a forum for presenting their recommendations to the public library community. The Standards Committee's job was made easier because of some of the pioneering efforts of other states in the area of standards development. The Committee would also like to acknowledge the following standards which served as models for many of the ideas contained in this document:

- *Standards for Connecticut Principal Public Libraries*
- *In Service to Iowa: Public Library Measures of Quality*
- *Standards for Public Library Service in Ohio*
- *Planning for Excellence, Virginia State Library and Archives*
- *Wisconsin Public Library Standards*

It is also essential to acknowledge the importance of the Florida Library Association's *1985 Standards and Guidelines for Florida Public Library Services*. Many of the recommendations in this document were retained as relevant standards for this revision.

The process used to develop the standards, a consensus-based approach, has proved to be an invaluable tool in developing standards which are pertinent and relevant to present-day Florida public library services. Special thanks to all the people who took the time to review and comment on drafts of this document.

## SERVICE LEVELS

Several standards include quantitative recommendations for the recommended volumes per capita, number of periodical subscriptions per 1,000 population, hours open, and size of facility. Although the national trend has been to move away from recommending specific numbers in each of these areas, Florida librarians feel that recommendations in this area assist them in increasing the understanding of local officials about the value of expenditures for library services. To arrive at a number that had some meaning for Florida libraries the Standards Committee reviewed several years of statistical data gathered about the State's public libraries by the State Library of Florida.

To reflect the reality of public library service in Florida, the Committee suggests that libraries identify targets for volumes per capita, periodical subscriptions per capita, professional staff per capita by comparing themselves to other libraries serving similar sized populations as defined in the annual *Florida Library Directory and Statistics*. The Committee recommends that each individual library examine its mission, goals and selected public library roles as well as individual community needs to determine the level of service it wants to provide. Three levels of service have been identified for purposes of these standards and are defined below: basic, full and comprehensive.

**Basic**: If a library chooses to provide basic service it will ensure, on an annual basis beginning with a review of the 1994 Florida Library Statistics, that its expenditures per capita for library materials, the number of volumes owned per capita, the number of periodical subscriptions per 1,000, and the number of professional staff are between the 25th to 50th percentile for its population group.

**Full**: If a library chooses to become a full service library, it will ensure on an annual basis beginning with a review of the 1994 Florida Library Statistics, that its expenditures per capita for library materials, the number of volumes owned per capita, the number of periodical subscriptions per 1,000, and the number of professional staff are between the 50th and 75th percentile for its population group.

**Comprehensive**: If a library chooses to become a comprehensive service library, it will ensure on an annual basis beginning with a review of the 1994 Florida Library Statistics, that its expenditures per capita for library materials, the number of volumes owned per capita, the number of periodical subscriptions per 1,000, and the number of professional staff are between the 75th and 100th percentile for its population group.

## HOW TO USE THESE STANDARDS

The standards that appear in this document are intended to be used by library directors, staff, and governing boards to improve the quality of library service to Florida residents. The Standards Working Committee recognizes that some libraries may not initially meet the standards while others may have already met them and have exceeded them. The Committee expects that those libraries that do not yet meet the standards will work diligently to obtain funds and other resources necessary to meet the level of excellence described in the standard. Libraries that meet or exceed the standards are encouraged to maintain their high level of service and are invited to develop the models that will lead to new standards of excellence for subsequent revisions of the standards.

The standards are organized in the following broad categories:

- Governance
- Leadership and Funding
- Personnel
- Access
- Materials and Collections
- Services
- Facilities
- Cooperation and Resource Sharing
- Community Relations

In each section of the document there is an **objective** which addresses the purpose of standards for the topic area under consideration. The **standard** appears in bold type and is followed by a **checklist** which contains a number of **indicators** which a library can use for self assessment. A list of critical resources appears at the end of each section. Full bibliographic citations for these resources are included in the bibliography. The State Library of Florida can provide interlibrary loan of these materials to any library that needs additional information and can be consulted for information on a specific topic area.

Individual library compliance with the standards is completely voluntary. The Florida Library Association has taken responsibility for the development of these standards as a service to its members. The Association encourages individual libraries to use the standards as part of their overall planning process as a means to assess their own library's performance and effectiveness.

# SUMMARY OF STANDARDS

## SUMMARY OF STANDARDS FOR FLORIDA PUBLIC LIBRARY SERVICE

The Standards Committee has identified standards for Florida Public Libraries which are presented in summary form here for quick reference.

### Section 1. Governance, Leadership and Funding

1.1 Public libraries have a clear, legal basis for establishment, governmental organization and financial support.

1.2 The library has a citizen board to advise on library policy.

1.3 The library has written policies to govern its operation and use.

1.4 The library has a written 3-5 year long range plan approved by its governing authority.

1.5 The library conducts community studies and makes use of other needs assessment techniques to ensure community participation in the design and delivery of library service.

1.6 The library uses a variety of indicators and measures to determine the effectiveness of its service program based on selected roles.

1.7 The library director provides leadership and communication to the staff, citizen board and governing authority.

1.8 The library receives its basic funding from the local governing unit.

1.9 The library has fiscal procedures and financial management practices consistent with local government practices and state law.

### Section 2. Personnel

2.1 The library receives direction and has the expertise of a director who has a master's degree from a graduate library program accredited by the American Library Association.

2.2 The library, or local government of which it is a part, has written personnel policies and procedures.

2.3 The library provides opportunities for ongoing training and continuing education for all employees of the library.

2.4 The library's staff reflects the population diversity of the geographic area served.

2.5 The library has achieved an appropriate number of staff with a Masters degree from an ALA library program to serve the number of people in the community and to support its identified public library roles.

2.6 The library provides an appropriate number of full time equivalent staff to serve the number of people in the community and to support its identified public library roles.

2.7 The library staff has salaries, benefits and hours comparable to other community positions requiring similar education and experience.

2.8 Library users receive helpful and courteous service from all library staff.

**Section 3. Access**

3.1 The library is open during hours that are based on community needs.

3.2 At least one library in the system is open and provides on-site access at least as many hours per week as is recommended for the population served.

3.3 The library provides users unable to travel to the library with alternative service delivery.

3.4 Library users are able to reach their library by telephone during all open hours.

3.5 Library users are able to access library holding information from remote locations.

3.6 Library users receive library services free of charge.

3.7 The library provides its users with information about collections of other libraries.

3.8 The library provides interlibrary loan to its users.

3.9 Library users are able to use materials without restrictions with regard to age.

**Section 4. Materials and Collections**

4.1 The library has a collection development policy approved by its governing authority.

4.2 The library allocates at least 20 percent of its budget to purchase library materials and provide access to information services.

4.3 The library's collection reflects the diversity in its community.

4.4 The library has an up-to-date collection, with a minimum of 25 percent of its material, purchased or acquired, published within the last five years.

4.5 The library purchases materials in sufficient quantities to meet user needs.

4.6 The library offers a wide range of information and materials in a variety of formats.

4.7 The library develops and organizes its collection to encourage browsing.

4.8 Library users receive timely access to helpful materials needed to meet their subject requests.

4.9 Library users can easily locate the specific library materials they want.

4.10 Library users are able to find the location and availability of materials in the library and its branches and are provided a system for delivery.

4.11 The library has investigated the feasibility of working with other libraries to plan for cooperative collection development.

4.12 Library users receive material not immediately available on-site within 30 days or less.

4.13 The library maintains an up-to-date reference collection.

4.14 The library makes use of information technology to expand access to information.

**Section 5. Services**

5.1 The library has identified its roles and reviews them periodically.

5.2 Library users receive correct answers to their questions.

5.3 Library users are able to obtain current information about the community and its services or be referred to appropriate information providers.

5.4 The library adopts new technologies to expand its service capabilities.

5.5 The library provides a broad range of programming to meet community needs.

5.6 The library provides staff suited to the needs of the community.

5.7 The library provides staff trained in reference work all hours the library is open.

5.8 The library provides staff trained in children's services all hours that the library is open.

**Section 6. Facilities**

6.1 Library service is offered in convenient locations easily reached by private or public transportation.

6.2 Library users are able to obtain parking whether on-site or in an adjacent parking area.

6.3 The library facility is easy to identify.

6.4 The library is free of physical barriers and conforms with provisions of the Americans with Disabilities Act.

6.5 Library service is provided in a facility which is appealing, attractive and functionally efficient.

6.6 The library has obtained an adequate level of insurance coverage.

**Section 7. Cooperation and Resource Sharing**

7.1 The library cooperates with all types of libraries to extend the availability of information to all residents.

7.2 The library works cooperatively with other community agencies to improve service.

7.3 The library develops reciprocal borrowing arrangements with other libraries.

7.4 The library catalogs its collection according to nationally established bibliographic standards.

**Section 8. Community Relations**

8.1 The library allocates funds for public relations personnel and activities.

8.2 The library has a community relations program to increase community awareness of the library.

8.3 The library has developed partnerships with other community groups.

8.4 The library has volunteers and supporters to assist with library programs and services.

## 1. Governance, Leadership and Funding

**OBJECTIVE:**

*To provide library service which is based on accountability, sound management practices and adequate funding.*

The organization, governance and funding of Florida public libraries is delineated within Florida statute and administrative rules. These standards expand upon the legal basis for public library service in Florida by setting forth basic principles to ensure a sound basis for the governance and funding of local public library service. The library director's critical role in providing leadership and a vision for future library development is also addressed in this section.

**1.1 PUBLIC LIBRARIES HAVE A CLEAR, LEGAL BASIS FOR ESTABLISHMENT, GOVERNMENTAL ORGANIZATION AND FINANCIAL SUPPORT.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library has been established in accordance with Florida statutes. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has been established in accordance with local codes and ordinances. | ❑ | ❑ | ❑ | ❑ | ❑ |

**1.2 THE LIBRARY HAS A CITIZEN BOARD TO ADVISE ON LIBRARY POLICY.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library has a citizen board of at least 5 members. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The citizen board's membership takes into consideration the demographics of the population served by the library. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The citizen board has elected officers, a regular schedule of meetings and minutes which are available for public distribution and inspection. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The citizen board has written bylaws which are reviewed at least every three years. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library director and current board chair provide an orientation session for new board members and written materials summarizing library services, board/director roles, the library's history, library policies, long range planning and budgetary issues. | ❑ | ❑ | ❑ | ❑ | ❑ |

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library complies with Florida State Sunshine Law requirements. | ❑ | ❑ | ❑ | ❑ | ❑ |

**1.3 THE LIBRARY HAS WRITTEN POLICIES TO GOVERN ITS OPERATION AND USE.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library has written policies that have been adopted by its governing authority including the following areas: | | | | | |
| • Access | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Borrowing privileges | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Cash handling/audit | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Circulation of materials | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Collection development | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Confidentiality of user records | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Disaster plan | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Exhibits and displays | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Fees | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Friends of the Library | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Gifts | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Handling of user complaints | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Hours | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Intellectual freedom | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Interlibrary loan | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Materials selection | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Meeting room use | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Programming | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Personnel | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Reciprocal borrowing | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Reference service | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Resident and non-resident use | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Safety and security | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Staff development | ❑ | ❑ | ❑ | ❑ | ❑ |
| • User behavior and rights | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Volunteers | ❑ | ❑ | ❑ | ❑ | ❑ |

**1.4 THE LIBRARY HAS A WRITTEN 3-5 YEAR LONG RANGE PLAN APPROVED BY ITS GOVERNING AUTHORITY.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library has a written long range plan that outlines a vision of success and establishes mission and roles. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has involved the community in its long range planning process. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The plan has been approved by the library's governing authority. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The plan is reviewed and adjusted annually. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The plan is shared with the general public, media and other library stakeholders. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library is included as part of local government's comprehensive plan. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library is included in local government's capital improvement plan. | ❑ | ❑ | ❑ | ❑ | ❑ |

**1.5 THE LIBRARY CONDUCTS COMMUNITY STUDIES AND MAKES USE OF OTHER NEEDS ASSESSMENT TECHNIQUES TO ENSURE COMMUNITY PARTICIPATION IN THE DESIGN AND DELIVERY OF LIBRARY SERVICE.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library has, within the past 5 years, conducted a community survey, held focus group sessions, sponsored town meetings or used other needs assessment techniques to obtain citizen input. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has reviewed community data and existing studies and plans, including comprehensive plans, to identify demographic trends that may affect future demands for services. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has established an ongoing method for eliciting patron comments about library services such as a suggestion box, customer comment cards, or focus groups and responds in a timely manner. | ❑ | ❑ | ❑ | ❑ | ❑ |

**1.6 THE LIBRARY USES A VARIETY OF INDICATORS AND MEASURES TO DETERMINE THE EFFECTIVENESS OF ITS SERVICE PROGRAM BASED ON ITS SELECTED ROLES.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library collects statistics in the following areas for users of all ages: | | | | | |
| • Annual library visits per capita | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Browsers fill rate | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Circulation per capita | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Current registration as compared to total population | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Gifts and donations | ❑ | ❑ | ❑ | ❑ | ❑ |
| • In-library material use per capita | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Library usage as compared to public use of other community services and events | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Number of and per capita attendance at programs | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Number of items owned | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Number of reference transactions per capita | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Title reference and subject/author fill rate | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Turnover rate | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Types of materials borrowed | ❑ | ❑ | ❑ | ❑ | ❑ |
| • User characteristics | ❑ | ❑ | ❑ | ❑ | ❑ |

**1.7 THE LIBRARY DIRECTOR PROVIDES LEADERSHIP AND COMMUNICATION TO STAFF, THE CITIZEN BOARD, AND ITS GOVERNING AUTHORITY.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library director holds regular staff meetings. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library director uses a variety of methods to foster communication with staff and people outside the library. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library director encourages experimentation with new ideas and innovative programs. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library director provides opportunities for staff development and cross training. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The director prepares financial and statistical reports for review. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library director informs appropriate bodies of impending state and federal legislation affecting libraries. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library director provides training and orientation for library volunteers. | ❑ | ❑ | ❑ | ❑ | ❑ |

**1.8 THE LIBRARY RECEIVES ITS BASIC FUNDING FROM THE LOCAL GOVERNING UNIT.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The local community funds its library's operating and capital expenditures. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library seeks alternative sources to supplement local governmental funds. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library maintains or increases its financial per capita support each year. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library compares the size of its budget to libraries of comparable size. | ❑ | ❑ | ❑ | ❑ | ❑ |

**1.9 THE LIBRARY HAS FISCAL PROCEDURES AND FINANCIAL MANAGEMENT PRACTICES CONSISTENT WITH LOCAL GOVERNMENT PRACTICES AND STATE LAW.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library director prepares the annual library budget utilizing the budgetary guidelines provided by its governing authority. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library director presents the budget to the citizen board for input and recommendations and submits it for review and adoption by the governing authority. | ❑ | ❑ | ❑ | ❑ | ❑ |

***Critical Resources:***

**American Library Association. ALA Handbook of Organization.**
**American Library Association. Public Library Data Service.**
**Bremer. Long Range Planning.**
**Curry. Florida Public Library Board Manual.**
**Florida Department of State, Division of Library and Information Service. Florida Library Directory with Statistics.**
**Florida Office of the Attorney General. Florida's Government-In-The-Sunshine Manual.**
**Florida Statutes, Volume 2, Chapters 237-402.**
**Van House. Output Measures for Public Libraries.**
**Walter. Output Measures for Public Library Service to Children.**

## 2. Personnel

**OBJECTIVE:**

*To provide effective library service by developing high quality staff with up-to-date skills.*

These standards recognize that in many instances the library's personnel policies are established by the personnel policies and procedures of the governing authority. In the case of municipalities or counties, this involves relying on local personnel departments for assistance with items such as recruitment, compensation, benefits, disciplinary actions, and other related personnel matters.

In this section, standards also address the need for public library staff members to project a positive attitude towards library customers, receive on-going training to improve their skills, and be available in sufficient numbers to ensure a high level of service.

**2.1 THE LIBRARY RECEIVES DIRECTION AND HAS THE EXPERTISE OF A DIRECTOR WHO HAS A MASTER'S DEGREE FROM A GRADUATE LIBRARY PROGRAM ACCREDITED BY THE AMERICAN LIBRARY ASSOCIATION.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library is directed by an individual who has a Masters degree from an ALA accredited library program. | ❑ | ❑ | ❑ | ❑ | ❑ |

**2.2 THE LIBRARY, OR LOCAL GOVERNMENT OF WHICH IT IS A PART, HAS WRITTEN PERSONNEL POLICIES AND PROCEDURES.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library has an affirmative action plan. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has job descriptions. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has a salary and classification schedule. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has a description of its fringe benefit policy. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has a personnel policy outlining the conditions and requirements for employment. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has a policy for continuing education and staff development. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has an organization chart. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has an equal employment opportunity statement. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has developed a program for recognizing staff and team accomplishments. | ❑ | ❑ | ❑ | ❑ | ❑ |

**2.3 THE LIBRARY PROVIDES OPPORTUNITIES FOR ONGOING TRAINING AND CONTINUING EDUCATION FOR ALL EMPLOYEES OF THE LIBRARY.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library has completed a needs assessment to determine staff needs for learning. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library makes available, on average, at least 10 contact hours of continuing education for staff development per year for each permanent employee. | ❑ | ❑ | ❑ | ❑ | ❑ |
| Library support for continuing education and training includes paid work time for attendance. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library allocates a portion of its budget for the costs of participation in continuing education and professional association activities. | ❑ | ❑ | ❑ | ❑ | ❑ |
| Library staff attend continuing education events such as those sponsored by the Florida Library Association, State Library of Florida, library consortia, Florida Public Library Association, American Library Association and other appropriate groups. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library staff has access to professional journals. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library encourages membership in professional associations. | ❑ | ❑ | ❑ | ❑ | ❑ |

**2.4 THE LIBRARY'S STAFF REFLECTS THE POPULATION DIVERSITY OF THE GEOGRAPHIC AREA SERVED.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library actively works to ensure that the demographics of the staff reflects the demographics of the population served. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The staff provides service to all population groups in the community through staff who are multi-lingual and culturally diverse. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library provides interpretive services or assistive devices for disabled persons. | ❑ | ❑ | ❑ | ❑ | ❑ |

**2.5 THE LIBRARY HAS ACHIEVED AN APPROPRIATE NUMBER OF STAFF WITH A MASTERS DEGREE FROM AN ALA LIBRARY PROGRAM TO SERVE THE NUMBER OF PEOPLE IN THE COMMUNITY AND TO SUPPORT ITS IDENTIFIED PUBLIC LIBRARY ROLES.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library director and staff have identified the number of professional staff (those with a Master's degree from an ALA library program) required at service points during open hours. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library reviews its recommended professional staffing levels on an annual basis. | ❑ | ❑ | ❑ | ❑ | ❑ |

**2.6 THE LIBRARY PROVIDES AN APPROPRIATE NUMBER OF FULL-TIME EQUIVALENT STAFF TO SERVE THE NUMBER OF PEOPLE IN THE COMMUNITY AND TO SUPPORT ITS IDENTIFIED PUBLIC LIBRARY ROLES.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library director and staff have identified the number of FTE's required at service points during open hours. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library reviews its recommended FTE staffing levels on an annual basis. | ❑ | ❑ | ❑ | ❑ | ❑ |

**2.7 THE LIBRARY STAFF HAS SALARIES, BENEFITS AND HOURS COMPARABLE TO OTHER COMMUNITY POSITIONS REQUIRING SIMILAR EDUCATION AND EXPERIENCE.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library works to set comparable salaries to those of county, municipal and private workers in the community and in comparable communities. | ❑ | ❑ | ❑ | ❑ | ❑ |

**2.8 LIBRARY USERS RECEIVE HELPFUL AND COURTEOUS SERVICE FROM ALL LIBRARY STAFF.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library provides ongoing workshops for its staff in customer service techniques. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has determined what percentage of users rate the helpfulness and general attitude of staff as satisfactory. | ❑ | ❑ | ❑ | ❑ | ❑ |

***Critical Resources:***

**American Library Association. Library Education and Personnel Utilization Statement.**
**American Library Association. PLA Handbook for Writers of Public Library Policies.**
**Americans with Disabilities Act, 1990.**
**Dobb. Human Resource Management for the Small Library.**
**Family Medical Leave Act, 1993.**
**Lipow. Staff Development: A Practical Guide.**

## 3. Access

**OBJECTIVE:**

*To offer a variety of methods for increasing a citizen's ability to take advantage of library services.*

The term "access" means the freedom or ability to make use of a service. The information and knowledge contained in libraries is most valuable when customers can access these resources during times most convenient to them. These standards address library hours, alternative methods for providing service, and the use of technology to expand local library collections.

**3.1 THE LIBRARY IS OPEN DURING HOURS THAT ARE BASED ON COMMUNITY NEEDS.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library has determined its hours based on a survey of community needs. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library offers a variety of weekday, evening and weekend hours at all its locations and provides at least 35% of its hours during the evening or weekend. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library offers a full range of services (telephone and in-person reference, readers advisory, children and young adult services) during all open hours. | ❑ | ❑ | ❑ | ❑ | ❑ |

**3.2 AT LEAST ONE LIBRARY IN THE SYSTEM IS OPEN AND PROVIDES ON-SITE ACCESS AT LEAST AS MANY HOURS PER WEEK AS RECOMMENDED FOR THE POPULATION SERVED.**

| Indicators | | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|---|
| Population Served | Hours Open Per Week | | | | | |
| Basic | 48 | ❑ | ❑ | ❑ | ❑ | ❑ |
| Full | 68 | ❑ | ❑ | ❑ | ❑ | ❑ |
| Comprehensive | 76 | ❑ | ❑ | ❑ | ❑ | ❑ |

**3.3 THE LIBRARY PROVIDES USERS UNABLE TO TRAVEL TO THE LIBRARY WITH ALTERNATIVE SERVICE DELIVERY.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library provides outreach services such as bookmobile, deposit collections, books by mail, and homebound services. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has identified the groups and individuals having need for alternative service delivery. | ❑ | ❑ | ❑ | ❑ | ❑ |

**3.4 LIBRARY USERS ARE ABLE TO REACH THEIR LIBRARY BY TELEPHONE DURING ALL OPEN HOURS.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library's telephone number is listed in the telephone directory with cross references. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has telephones in each of its outlets. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has an adequate number of voice and data phone lines, with automatic rollover to reduce busy signals. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has recording devices in use during closed hours to inform the public of the library's service hours. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has a TTY/TDY machine to permit access to people with hearing disabilities. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library provides information to local and regional electronic community information services. | ❑ | ❑ | ❑ | ❑ | ❑ |

**3.5 LIBRARY USERS ARE ABLE TO ACCESS LIBRARY HOLDING INFORMATION FROM REMOTE LOCATIONS.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library has dial-up access to its automated public access catalog. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library provides service by various methods in locations throughout the community. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library participates in the local freenet and/or local community computing network. | ❑ | ❑ | ❑ | ❑ | ❑ |

### 3.6 LIBRARY USERS RECEIVE LIBRARY SERVICES FREE OF CHARGE.

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library offers its services and materials free of charge to library users and complies with the Florida statutes and rules governing the provision of free library services. | ❑ | ❑ | ❑ | ❑ | ❑ |

### 3.7 THE LIBRARY PROVIDES ITS USERS WITH INFORMATION ABOUT COLLECTIONS OF OTHER LIBRARIES.

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library has access to local statewide, regional and national databases. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library participates in local/regional electronic community information services. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library provides access to other library collections via the Internet. | ❑ | ❑ | ❑ | ❑ | ❑ |

### 3.8 THE LIBRARY PROVIDES INTERLIBRARY LOANS TO ITS USERS.

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| Interlibrary loan services are available equally to all users regardless of age. | ❑ | ❑ | ❑ | ❑ | ❑ |
| Interlibrary loan service is widely publicized in the library and in the community and is offered by staff when materials are not available locally. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library is a full participant in the Florida Interlibrary Loan Network. | ❑ | ❑ | ❑ | ❑ | ❑ |

**3.9 LIBRARY USERS ARE ABLE TO USE MATERIALS WITHOUT RESTRICTIONS REGARDLESS OF AGE.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library does not place any age restrictions on the in-house use or checkout of library materials by adults or children. | ❑ | ❑ | ❑ | ❑ | ❑ |

***Critical Resources:***

**American Library Association. Intellectual Freedom Manual.**
**Crispen. The Americans With Disabilities Act: Its Impact on Libraries.**
**Florida. Statute 257.25: Free Library Services.**

## 4. Materials and Collections

**OBJECTIVE:**

*To provide a wide variety of information and materials to meet the community's information needs.*

Florida's public libraries should provide a wide range of materials in all formats to meet customer needs. These standards recognize that building a diverse library collection is a difficult task and that libraries are often constrained in their purchasing. This section recommends minimum levels of holdings for the population served as one way to measure the effectiveness of a library's collection. These input standards are counterbalanced by several output related standards that address the currency and usefulness of the collection, merchandising techniques for promoting materials and alternative methods for providing materials unavailable in the local library.

**4.1 THE LIBRARY HAS A COLLECTION DEVELOPMENT POLICY APPROVED BY ITS GOVERNING AUTHORITY.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library has an approved collection development policy, including an intellectual freedom statement which has been developed or updated in the past three years. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library endorses the American Library Association's Freedom to Read Statement, Freedom to View Statement, Library Bill of Rights and its interpretations. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has a preservation policy for materials that reflects the mission and role of the library. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has an approved collection development plan that details its collection and acquisition priorities. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has evaluated its collection to determine subject strengths and weaknesses. | ❑ | ❑ | ❑ | ❑ | ❑ |

**4.2 THE LIBRARY ALLOCATES AT LEAST 20% OF ITS OPERATING BUDGET TO PURCHASE LIBRARY MATERIALS AND PROVIDE ACCESS TO INFORMATION SERVICES.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library allocates at least 20% of its operating budget for the purchase of library materials. | ❑ | ❑ | ❑ | ❑ | ❑ |

**4.3 THE LIBRARY'S COLLECTION REFLECTS THE DIVERSITY IN ITS COMMUNITY.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library's collection reflects the diversity of its community and the library has taken measures to support the purchase of materials to meet the needs of these groups. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library makes every effort to ensure that it includes in its collection, materials that its users need, even though other users may find those materials objectionable. | ❑ | ❑ | ❑ | ❑ | ❑ |

**4.4 THE LIBRARY HAS AN UP-TO-DATE COLLECTION, WITH A MINIMUM OF 25% OF THE MATERIALS, PURCHASED OR ACQUIRED, PUBLISHED WITHIN THE LAST FIVE YEARS.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library has calculated the number of new titles and volumes added and the number withdrawn annually as a percentage of the total number of volumes. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has procedures to minimize the amount of time between date of purchase and the materials availability for use. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has a process for assessing and weeding its collection. | ❑ | ❑ | ❑ | ❑ | ❑ |

### 4.5 LIBRARY PURCHASES MATERIALS IN SUFFICIENT QUANTITIES TO MEET USER NEEDS.

Individual libraries have assessed community needs for library materials and identified the types and subject areas of the materials most desired by their community. The library has also compared itself to other Florida libraries in its population group, as defined in the Annual Florida Library Directory with Statistics and with national data about similarly sized public libraries available from the Public Library Association and National Center for Education Statistics.

| Indicators | | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|---|
| The library meets or exceeds the following recommendations for the size of its materials collection. | | | | | | |
| **Under 10,000 population** | | | | | | |
| Basic service | 4 volumes per capita | ❑ | ❑ | ❑ | ❑ | ❑ |
| Full service | 6 volumes per capita | ❑ | ❑ | ❑ | ❑ | ❑ |
| Comprehensive service | 8 volumes per capita | ❑ | ❑ | ❑ | ❑ | ❑ |
| **10,000-19,999 population** | | | | | | |
| Basic service | 4 volumes per capita | ❑ | ❑ | ❑ | ❑ | ❑ |
| Full service | 6 volumes per capita | ❑ | ❑ | ❑ | ❑ | ❑ |
| Comprehensive service | 8 volumes per capita | ❑ | ❑ | ❑ | ❑ | ❑ |
| **20,000-49,999 population** | | | | | | |
| Basic service | 2 volumes per capita | ❑ | ❑ | ❑ | ❑ | ❑ |
| Full service | 4 volumes per capita | ❑ | ❑ | ❑ | ❑ | ❑ |
| Comprehensive service | 6 volumes per capita | ❑ | ❑ | ❑ | ❑ | ❑ |
| **50,000-99,999 population** | | | | | | |
| Basic service | 2 volumes per capita | ❑ | ❑ | ❑ | ❑ | ❑ |
| Full service | 4 volumes per capita | ❑ | ❑ | ❑ | ❑ | ❑ |
| Comprehensive service | 6 volumes per capita | ❑ | ❑ | ❑ | ❑ | ❑ |
| **100,000-499,999 population** | | | | | | |
| Basic service | 2 volumes per capita | ❑ | ❑ | ❑ | ❑ | ❑ |
| Full service | 3 volumes per capita | ❑ | ❑ | ❑ | ❑ | ❑ |
| Comprehensive service | 4 volumes per capita | ❑ | ❑ | ❑ | ❑ | ❑ |
| **500,000 or more** | | | | | | |
| Basic service | 2 volumes per capita | ❑ | ❑ | ❑ | ❑ | ❑ |
| Full service | 3 volumes per capita | ❑ | ❑ | ❑ | ❑ | ❑ |
| Comprehensive service | 4 volumes per capita | ❑ | ❑ | ❑ | ❑ | ❑ |

| Indicators | | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|---|
| The library meets or exceeds the following recommendations for the number of periodical and newspaper subscriptions per 1000 population: | | | | | | |
| **Under 10,000 population** | | | | | | |
| Basic service | 5 subs. per 1,000 pop. | ❑ | ❑ | ❑ | ❑ | ❑ |
| Full service | 9 subs. per 1,000 pop. | ❑ | ❑ | ❑ | ❑ | ❑ |
| Comprehensive service | 14 subs. per 1,000 pop. | ❑ | ❑ | ❑ | ❑ | ❑ |
| **10,000-19,999 population** | | | | | | |
| Basic service | 4 subs. per 1,000 pop. | ❑ | ❑ | ❑ | ❑ | ❑ |
| Full service | 6 subs. per 1,000 pop. | ❑ | ❑ | ❑ | ❑ | ❑ |
| Comprehensive service | 9 subs. per 1,000 pop. | ❑ | ❑ | ❑ | ❑ | ❑ |
| **20,000-49,999 population** | | | | | | |
| Basic service | 3 subs. per 1,000 pop. | ❑ | ❑ | ❑ | ❑ | ❑ |
| Full service | 4 subs. per 1,000 pop. | ❑ | ❑ | ❑ | ❑ | ❑ |
| Comprehensive service | 6 subs. per 1,000 pop. | ❑ | ❑ | ❑ | ❑ | ❑ |
| **50,000-99,999 population** | | | | | | |
| Basic service | 5 subs. per 1,000 pop. | ❑ | ❑ | ❑ | ❑ | ❑ |
| Full service | 8 subs. per 1,000 pop. | ❑ | ❑ | ❑ | ❑ | ❑ |
| Comprehensive service | 10 subs. per 1,000 pop. | ❑ | ❑ | ❑ | ❑ | ❑ |
| **100,000-499,999 population** | | | | | | |
| Basic service | 5 subs. per 1,000 pop. | ❑ | ❑ | ❑ | ❑ | ❑ |
| Full service | 8 subs. per 1,000 pop. | ❑ | ❑ | ❑ | ❑ | ❑ |
| Comprehensive service | 10 subs. per 1,000 pop. | ❑ | ❑ | ❑ | ❑ | ❑ |
| **500,000 or more** | | | | | | |
| Basic service | 5 subs. per 1,000 pop. | ❑ | ❑ | ❑ | ❑ | ❑ |
| Full service | 8 subs. per 1,000 pop. | ❑ | ❑ | ❑ | ❑ | ❑ |
| Comprehensive service | 10 subs. per 1,000 pop. | ❑ | ❑ | ❑ | ❑ | ❑ |

**4.6 THE LIBRARY OFFERS A WIDE RANGE OF INFORMATION AND MATERIALS IN A VARIETY OF FORMATS.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library offers materials such as: | | | | | |
| • audio discs | ❑ | ❑ | ❑ | ❑ | ❑ |
| • audiocassettes | ❑ | ❑ | ❑ | ❑ | ❑ |
| • book/cassette kits | ❑ | ❑ | ❑ | ❑ | ❑ |
| • books | ❑ | ❑ | ❑ | ❑ | ❑ |
| • CDROM | ❑ | ❑ | ❑ | ❑ | ❑ |
| • computer software | ❑ | ❑ | ❑ | ❑ | ❑ |
| • journals/periodicals | ❑ | ❑ | ❑ | ❑ | ❑ |
| • on-line databases | ❑ | ❑ | ❑ | ❑ | ❑ |
| • realia | ❑ | ❑ | ❑ | ❑ | ❑ |
| • recorded books | ❑ | ❑ | ❑ | ❑ | ❑ |
| • slides | ❑ | ❑ | ❑ | ❑ | ❑ |
| • video discs | ❑ | ❑ | ❑ | ❑ | ❑ |
| • videocassettes | ❑ | ❑ | ❑ | ❑ | ❑ |

**4.7 THE LIBRARY DEVELOPS AND ORGANIZES ITS COLLECTION TO ENCOURAGE BROWSING.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library makes use of attractive displays, face-out shelving or other merchandising techniques to encourage browsing. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library completes a fill rate study that includes browsers' fill rate at least every other year. | ❑ | ❑ | ❑ | ❑ | ❑ |

**4.8 LIBRARY USERS RECEIVE TIMELY ACCESS TO HELPFUL MATERIALS NEEDED TO MEET THEIR SUBJECT REQUESTS.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library has completed a fill rate study that includes an author and subject fill rate within the last five years and has compared its performance to previous studies. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has determined the percentage of users who rate the library's subject collection as satisfactory. | ❑ | ❑ | ❑ | ❑ | ❑ |

**4.9 LIBRARY USERS CAN EASILY LOCATE THE SPECIFIC LIBRARY MATERIALS THEY WANT.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library has completed a title fill rate survey within the last five years and compared its performance to previous survey results. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has determined the percentage of users who rate the quantity and quality of materials available as satisfactory. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library's technical services staff receive continuous training in the use of MARC records and understands AACR II rules for cataloging. | ❑ | ❑ | ❑ | ❑ | ❑ |

**4.10 LIBRARY USERS ARE ABLE TO FIND THE LOCATION AND AVAILABILITY OF MATERIALS IN THE LIBRARY AND ITS BRANCHES AND ARE PROVIDED A SYSTEM OF DELIVERY.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library has an online catalog which indicates the holdings, location and availability of materials in all of the library's service outlets. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has a delivery system in place to move items from one location to another. | ❑ | ❑ | ❑ | ❑ | ❑ |
| Library users receive requested items identified as available or in the library within 48 hours. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has a system for reserving/holding items that are not currently available in the library. | ❑ | ❑ | ❑ | ❑ | ❑ |

**4.11 THE LIBRARY HAS INVESTIGATED THE FEASIBILITY OF WORKING WITH OTHER LIBRARIES TO PLAN FOR COOPERATIVE COLLECTION DEVELOPMENT.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library has met with other libraries and has developed a plan for cooperative collection development. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library participates in a cooperative collection development program. | ❑ | ❑ | ❑ | ❑ | ❑ |

### 4.12 LIBRARY USERS RECEIVE MATERIAL NOT IMMEDIATELY AVAILABLE ON-SITE WITHIN 30 DAYS OR LESS.

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library has conducted a document delivery study within the past two years. | ❑ | ❑ | ❑ | ❑ | ❑ |

### 4.13 THE LIBRARY MAINTAINS AN UP-TO-DATE REFERENCE COLLECTION.

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library maintains a current collection of core reference materials selected from recommended lists and additional sources to meet specific community needs. | ❑ | ❑ | ❑ | ❑ | ❑ |

### 4.14 THE LIBRARY MAKES USE OF INFORMATION TECHNOLOGY TO EXPAND ACCESS TO INFORMATION.

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library subscribes to an electronic database or provides an alternative method to access information contained in books. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library makes technology available for public use. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library makes use of CDROM technology and software. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has access to the Internet. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library provides training in the use of new information technologies. | ❑ | ❑ | ❑ | ❑ | ❑ |

***Critical Resources:***

**American Library Association. Guide to Cooperative Collection Development.**
**American Library Association. Freedom to Read Statement.**
**American Library Association. Freedom to View Statement.**
**American Library Association. Library Bill of Rights.**
**Cassell. Developing Public Library Collections.**
**Lang. Reference Resources for Small and Medium-Sized Public Libraries.**

# 5. Services

**OBJECTIVE:**

*To offer library services that provide the greatest satisfaction possible to citizens and that are comprehensive, timely and helpful.*

Public libraries are in the service business. Libraries are active providers of information service, reader's advisory services, educational support and children' services and programs. These standards recognize the importance of a library's service program to varying constituencies and the essential role of staff in delivering effective service.

**5.1 THE LIBRARY HAS IDENTIFIED ITS ROLES AND REVIEWS THEM PERIODICALLY.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library has identified and measured the information needs of the community within the past five years. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has reviewed the Public Library Association's public library roles and selected those appropriate for its community. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library offers some of the following services as consistent with its identified roles: | | | | | |
| **Community Activities Center**<br>• Adult programs<br>• Book discussion<br>• Meeting rooms<br>• Programs for local CATV<br>• Senior citizen programs<br>• Young adult programs | ❑ | ❑ | ❑ | ❑ | ❑ |
| **Community Information Center**<br>• Clearinghouse for current information on community organizations, issues and services.<br>• Community Bulletin Boards (traditional and electronic bulletin board service).<br>• Job information and skills center.<br>• Local history | ❑ | ❑ | ❑ | ❑ | ❑ |
| **Formal Education and Support Center**<br>• Class tours and library instruction<br>• Help with homework<br>• Help with reading skills<br>• Help with selecting library materials<br>• Literacy programs | ❑ | ❑ | ❑ | ❑ | ❑ |

| Indicators | Yes | No | Not Planned | Planned | N/A |
|---|---|---|---|---|---|
| **Independent Learning Center**<br>• Assistance in locating material on a subject<br>• Group or individual instruction in library or materials use<br>• Individual assistance in using the library or its materials on demand<br>• Preparation of self-help research guides<br>• Study and quiet space | ❑ | ❑ | ❑ | ❑ | ❑ |
| **Popular Materials Library**<br>• Audiocassettes<br>• Best sellers, popular materials<br>• Bookmobile service<br>• Books on Tape<br>• Books by Mail<br>• CDs<br>• Equipment to use with films<br>• Equipment to use with recordings<br>• Equipment to use with tapes<br>• Films to circulate<br>• Merchandising techniques<br>• Recreational reading<br>• Special booklists<br>• Videocassettes | ❑ | ❑ | ❑ | ❑ | ❑ |
| **Preschoolers' Door to Learning**<br>• Children's programs<br>• Outreach to daycare centers<br>• Parenting skills workshops<br>• Programs for infants, parents and toddlers<br>• Story hours | ❑ | ❑ | ❑ | ❑ | ❑ |
| **Reference Library**<br>• Access to online databases and networks<br>• Assistance to borrowing materials from other libraries<br>• Bibliographic verification of materials<br>• Equipment to access electronic resources<br>• Genealogy<br>• Magazines<br>• Microcomputers for public use<br>• Newspapers<br>• Online public catalog<br>• Online searches<br>• Photocopiers<br>• Preparation of subject bibliographies<br>• Referral to outside persons and organizations<br>• Short answers to specific questions<br>• Telephone information service | ❑ | ❑ | ❑ | ❑ | ❑ |

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| **Research Center** | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Offers customized database searching services<br>• Provides extensive information in selected subject areas<br>• Provides special services to scholars and researchers | | | | | |

**5.2 LIBRARY USERS RECEIVE CORRECT ANSWERS TO THEIR QUESTIONS.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library regularly conducts a reference fill rate study. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library assesses the proportion of reference transactions successfully completed. | ❑ | ❑ | ❑ | ❑ | ❑ |
| Correct answers are provided within 24 hours | ❑ | ❑ | ❑ | ❑ | ❑ |

**5.3 LIBRARY USERS ARE ABLE TO OBTAIN CURRENT INFORMATION ABOUT THE COMMUNITY AND ITS SERVICES OR BE REFERRED TO APPROPRIATE INFORMATION PROVIDERS.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library receives local publications and newspapers from community agencies. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has the latest copies of local codes and ordinances and other government publications. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library maintains a community information and referral service or cooperates with other community agencies to provide this service. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library collects information about the community. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library provides access to the local freenet | ❑ | ❑ | ❑ | ❑ | ❑ |

**5.4 THE LIBRARY ADOPTS NEW TECHNOLOGIES TO EXPAND ITS SERVICE CAPABILITIES.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library utilizes a variety of technology to provide library service such as online databases, CDROM databases, online public catalog, Internet, etc. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library offers users access to the Internet and training on how to use it. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library works with other libraries and agencies to provide interfaces among multiple databases. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library works with other agencies to develop local databases. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library expands accessibility to library programs for the sight and hearing impaired through the provision of assistive devices. | ❑ | ❑ | ❑ | ❑ | ❑ |

**5.5 THE LIBRARY PROVIDES A BROAD RANGE OF PROGRAMMING TO MEET COMMUNITY NEEDS.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library has evaluated the community's programming needs and desires. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library sponsors or cosponsors a variety of programs. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has measured annual program attendance. | ❑ | ❑ | ❑ | ❑ | ❑ |

**5.6 THE LIBRARY PROVIDES STAFF SUITED TO THE NEEDS OF THE COMMUNITY.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library provides bilingual staff, as needed, to meet community needs. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library provides staff who are trained in the use of sign language and facilitation of services to people with disabilities. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library staff has received training in cultural diversity. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library staff are familiar with the use of assistive devices. | ❑ | ❑ | ❑ | ❑ | ❑ |

**5.7 THE LIBRARY PROVIDES STAFF TRAINED IN REFERENCE WORK ALL HOURS THE LIBRARY IS OPEN.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library has all of its outlets staffed by a person who has reference training. | ❑ | ❑ | ❑ | ❑ | ❑ |
| Library staff have received training in effective reference interview techniques. | ❑ | ❑ | ❑ | ❑ | ❑ |

**5.8 THE LIBRARY PROVIDES STAFF TRAINED IN CHILDREN'S AND YOUNG ADULT SERVICES ALL HOURS THAT THE LIBRARY IS OPEN.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library has a skilled children's specialist in each of its outlets. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has a skilled young adult specialist on its staff. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The staff has received training in selecting children's material, programming for children and young adults, and reference work. | ❑ | ❑ | ❑ | ❑ | ❑ |

***Critical Resources:***

**American Library Association. 101 Ideas for Serving the Impaired Elderly.**
**American Library Association. Guidelines for Establishing Community Information and Referral Services in Public Libraries.**
**Florida Department of State, Division of Library and Information Services. Developing Library Service to Young Adults.**
**Fox. The Dynamic Community Library.**
**McClure. Planning and Role Setting for Public Libraries.**

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## 6. Facilities

**OBJECTIVE:**

*To provide library facilities that are attractive, accessible, safe and convenient.*

The attractiveness and location of library buildings have a direct impact on library use. Library facilities should be conveniently located, have ample parking, be aesthetically appealing so that it beckons people to enter, and free of physical barriers. Buildings should have a flexible interior design capable of accommodating present and future technologies.

**6.1 LIBRARY SERVICE IS OFFERED IN CONVENIENT LOCATIONS EASILY REACHED BY PUBLIC OR PRIVATE TRANSPORTATION.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library has reviewed community traffic patterns and identified centers of community activity for placement of new libraries. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has surveyed users to determine satisfaction with physical accessibility and convenience to the library. | ❑ | ❑ | ❑ | ❑ | ❑ |

**6.2 LIBRARY USERS ARE ABLE TO OBTAIN ADEQUATE PARKING EITHER ON-SITE OR IN AN ADJACENT PARKING FACILITY OR AREA.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library has completed a parking availability and feasibility survey to determine the total number of spaces available for library users. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has designated parking spaces for short term parking. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library works with community transportation providers to ensure the availability of public transportation to the library. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library provides an adequate number of parking spaces to meet ADA requirements. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library provides free parking. | ❑ | ❑ | ❑ | ❑ | ❑ |

**6.3 THE LIBRARY FACILITY IS EASY TO IDENTIFY.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library building has illuminated signs which make it clearly identifiable from the street during daytime and evening hours. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library works with local agencies to install directional signs to the library. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library makes use of the international symbol for libraries. | ❑ | ❑ | ❑ | ❑ | ❑ |

**6.4 THE LIBRARY IS FREE OF PHYSICAL BARRIERS AND CONFORMS WITH PROVISIONS OF THE AMERICANS WITH DISABILITIES ACT (1990).**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library meets all federal, state and local codes and requirements for buildings, fire, safety and access for people with disabilities. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has completed an ADA assessment and has created a plan for implementing required facility and service improvements. | ❑ | ❑ | ❑ | ❑ | ❑ |

**6.5 LIBRARY SERVICE IS PROVIDED IN A FACILITY WHICH IS APPEALING, ATTRACTIVE, SAFE AND FUNCTIONALLY EFFICIENT.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library provides space for quiet reading and study. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library provides designated space for children's programs and materials. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library provides designated space for young adult programs and materials. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library provides a minimum of .6 square feet per capita in its service area. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library provides designated space for meetings and programs. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has adequate work space for staff. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has attractive, effective interior signage. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has installed appropriate electronic security. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has a book detection system. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has smoke and fire alarms. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has a public address system. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has emergency lighting to ensure the safety of its customers. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has up-to-date wiring to support the use of technology. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has appropriate furnishings for using technology. | ❑ | ❑ | ❑ | ❑ | ❑ |

**6.6 THE LIBRARY HAS OBTAINED AN ADEQUATE LEVEL OF INSURANCE COVERAGE.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library director annually reviews its property and liability insurance for the building and its contents. | ❑ | ❑ | ❑ | ❑ | ❑ |
| Insurance policies provide for full replacement value in the event of damage. | ❑ | ❑ | ❑ | ❑ | ❑ |

***Critical Resources:***

**American Library Association. Checklist of Library Building Design Considerations.**
**Martin. Libraries for the Future: Planning Buildings That Work.**

## 7. Cooperation and Resource Sharing

**OBJECTIVE:**

*To cooperate with other libraries and agencies to increase the library's ability to meet its community's information needs.*

By cooperating with other libraries and sharing resources, libraries can expand their resources and offer their customers access to the state's entire library and information network.

**7.1 THE LIBRARY COOPERATES WITH ALL TYPES OF LIBRARIES TO EXTEND THE AVAILABILITY OF INFORMATION TO ALL RESIDENTS.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library is a member of a formally organized multitype library cooperative and uses its services. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library meets with other area libraries to cooperatively plan for meeting community information needs. | ❑ | ❑ | ❑ | ❑ | ❑ |

**7.2 THE LIBRARY WORKS COOPERATIVELY WITH OTHER COMMUNITY AGENCIES TO IMPROVE SERVICE.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library regularly meets with representatives from community and governmental agencies to identify areas of potential cooperation. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library encourages staff to participate in community-wide organizations. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has planned or participated in cooperative activities or events with community agencies in the past year. | ❑ | ❑ | ❑ | ❑ | ❑ |

**7.3 THE LIBRARY DEVELOPS RECIPROCAL BORROWING ARRANGEMENTS WITH OTHER LIBRARIES.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library has formal reciprocal borrowing agreements with other libraries. | ❑ | ❑ | ❑ | ❑ | ❑ |

**7.4 THE LIBRARY CATALOGS ITS COLLECTION ACCORDING TO NATIONALLY ESTABLISHED BIBLIOGRAPHIC STANDARDS.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library uses Machine Readable Cataloging (MARC) records and AACRII cataloging rules to facilitate resource sharing. | ❑ | ❑ | ❑ | ❑ | ❑ |

***Critical Resources:***

**American Library Association. Handbook of Organization. ALA Policy Manual. Section 50.3, Free Access to Information, and 50.4, Bibliographic Data Bases.**
**Sloan. Linked Systems for Resource Sharing.**
**Woodsworth. Library Cooperation and Networks.**

## 8. Community Relations

**OBJECTIVE:**

*To increase community awareness about the library and its programs.*

The availability of library services and materials and the essential role libraries play in improving the quality of life should be conveyed on a continuous basis through a sustained community and public relations program. Libraries should devote a portion of their annual budget to support activities that promote the library to the community.

**8.1 THE LIBRARY ALLOCATES FUNDS FOR PUBLIC RELATIONS PERSONNEL AND ACTIVITIES.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library has a qualified staff member assigned to community relations and communications. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library uses high quality printing and production techniques in the preparation of all printed material and graphics. | ❑ | ❑ | ❑ | ❑ | ❑ |

**8.2 THE LIBRARY HAS A COMMUNITY RELATIONS PROGRAM TO INCREASE COMMUNITY AWARENESS OF THE LIBRARY.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library uses some of the following publicity techniques on a regular basis: | | | | | |
| • Advertising specialty items | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Direct mail promotions | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Electronic bulletin boards | ❑ | ❑ | ❑ | ❑ | ❑ |
| • General information brochure | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Newsletter | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Newspaper articles, columns, ads | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Participation in community events, fairs, parades, etc. | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Posters, flyers, bookmarks | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Presentations to community groups | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Storytimes at malls and other locations in the community | ❑ | ❑ | ❑ | ❑ | ❑ |
| • TV and/or radio | ❑ | ❑ | ❑ | ❑ | ❑ |
| • Videocassette | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has identified target groups to receive special library promotions. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library works with Friends of the Library, volunteers and other support groups to increase the library's visibility. | ❑ | ❑ | ❑ | ❑ | ❑ |

**8.3 THE LIBRARY HAS DEVELOPED PARTNERSHIPS WITH OTHER COMMUNITY GROUPS.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library has a working relationship with the local board of education, local higher education institutions, home schooling associations, and private schools. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has developed joint projects with community and business clubs and other professional organizations. | ❑ | ❑ | ❑ | ❑ | ❑ |
| Library staff serve on community agency boards and committees. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library is an active member of or works closely with the local Chamber of Commerce. | ❑ | ❑ | ❑ | ❑ | ❑ |

**8.4 THE LIBRARY HAS VOLUNTEERS, INCLUDING BOARD MEMBERS AND FRIENDS, TO ASSIST WITH LIBRARY PROGRAMS AND SERVICES.**

| Indicators | Yes | No | Planned | Not Planned | N/A |
|---|---|---|---|---|---|
| The library has a system-wide Friends of the Library Group. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has a written plan for recruitment, selection, supervision, evaluation, and recognition of volunteers. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library has a policy which emphasizes the role of Friends of the Library and other volunteer agencies in supporting and promoting the library in the community. | ❑ | ❑ | ❑ | ❑ | ❑ |
| The library encourages advisory boards and Friends to become professional association members. | ❑ | ❑ | ❑ | ❑ | ❑ |

***Critical Resources:***

**American Library Association. PR Activity Report.**
**Clow. Forming and Funding Public Library Foundations.**
**Dolnick. Friends of the Library Sourcebook.**
**Leeburger. Promoting and Marketing the Library.**

## APPENDIX A -
## Florida Library Association Standards Working Committee Members

**Florida Library Association**
**Public Library Standards Working Committee**

**Chair**
**Heidi Anfinson Denis, Director**
**Citrus County Library System**

Virginia Bird, Director
Union County Public Library

Robert Demarest, Director of Research
Fischer International Systems

Mary Jane Foster, Staff Member
Pasco County Library System

Linda Holland, Branch Librarian
Cape Coral-Lee County Public Library

Kathleen de la Peña McCook, Director
School of Library and Information Science
University of South Florida

Nicholas Meiszer, County Administrator
St. Johns County

Robert Melanson, Director
Winter Park Public Library

Jan Platt, Commissioner
Hillsborough County Commission

Mary Somerville, Director
Miami-Dade Public Library System

Lorraine Summers, Assistant Director
State Library of Florida

Joe Toman, Advisory Board Member
Jackson County Public Library System

Jean Weismantel, Chair
FLA Friends and Trustees Caucus

Ann Williams, Director
Alachua County Library District

Judith Williams, Director
Jacksonville Public Libraries

**Ex-Officio**
Barratt Wilkins, State Librarian
State Library of Florida

**Liaison**
Sandra Newell, Library Program Specialist
State Library of Florida

**Project Consultants**
Leslie Burger
Library Development Solutions

Barbara Weaver
Library Development Solutions

## APPENDIX B -
## Minimum Recommended Salary

## MINIMUM RECOMMENDED SALARY FOR BEGINNING LEVEL STAFF WITH A MASTERS DEGREE FROM AN ALA LIBRARY PROGRAM

Members of the Standards Working Committee discussed the pros and cons of including a minimum salary recommendation as part of the standards document and agreed that there was some value to including this recommendation for discussion and consideration by the library community. However, developing a single recommended salary level for library directors, beginning level professional librarians and support staff employed in Florida's public libraries proved to be a difficult task for the Committee. After reviewing data regarding library directors' salaries, the Committee decided it was not appropriate to make a recommendation for this category of employees and instead decided to leave that to the discretion of the local governing authority. Because there was a lack of data and in consistency from library to library with regard to support staff, the Cominittee decided not to address minimum salary recommendation for this group either. Instead, the Committee focused its attention on developing a recommended salary level for the beginning level position for staff with an MLS (Masters degree from an ALA degree for an ALA library program).

The Committee offers this minimum salary recommendation as a guide for Florida's public libraries and recommends that the Florida Library Association establish an ongoing salary review committee to review the recommended salary level on an annual basis. The beginning level MLS salary should be adjusted annually on July 1 and increased to reflect increases in the cost of living based on the annual Consumer Price Index for the Miami/South Florida area.

To determine a salary recommendation for the basic level MLS, the Committee reviewed MLS salaries for the past four years as reported in the State Library's public library statistics. The Committee considered a tiered structure for the MLS salary recommendation to compensate for economic disparities within the state and varying size of libraries but decided instead to recommend a single beginning level salary. Based on the information reviewed in the public library statistics, consideration of beginning level salaries paid in other neighboring states the Committee recommends that as of July 1, 1995 a beginning level MLS salary be set at a minimum of $25,000.

## APPENDIX C - Glosssary

**ADA**
Americans with Disabilities Act. National legislation which protects the rights of persons with disabilities.

**ALA**
The American Library Association. The oldest and largest association of librarians and libraries in the U.S.

**Bibliographic Database**
A computerized listing of books, periodicals, or other library materials from which information can be extracted by a number of identifiers related to the bibliographic description of the items.

**Consolidated Library**
A public library operated by a governing body designated by one or more participating local governments to directly administer, through a single administrative head, all the services provided by the library, with individual library outlets operated as branches of the library.

**Cooperative Library System**
A public library operated by a governing body designated by one or more participating governments to administer, through a single administrative head, common services for a group of libraries supported by those local governments that have joined together by formal agreements to provide library services across their combined legal service areas.

**Community Study**
The process of collecting information about the library and its community. Methods of collecting information may include an analysis of census data, a review of published and unpublished statistical data, local reports and surveys that have been published by other agencies, collection of output and input measures for library services, surveys and focus groups.

**Continuing Education**
Opportunities provided for personnel to improve and grow in their profession.

**County Library**
A free public library maintained by county taxation for the use of the whole or part of a county.

**FLA**
Florida Library Association. The largest association of libraries and librarians in the state. A chapter of the American Library Association.

**FPLA**
Florida Public Library Association. An association representing the interests of the state's municipal public libraries.

**Focus Groups**
A group consisting of 8-12 people with common characteristics who agree to participate in a structured but informal discussion of issues related to products or services of the sponsoring library or organization.

**Freenet**
Free-Net is a service mark of NPTN (National Public Telecomputing Network). Free-Net is an electronic network which provides local information and access to Internet resources. Free-Nets are licensed affiliates of NPTN but other electronic community networks may be modeled on the Free-Net concept.

**Friends of the Library**
An organization of interested individuals formed to support a particular library through public relations and fund raising efforts.

**ILL**
Interlibrary loan. The function of one library borrowing materials from another library for a person who requests the book.

**Internet**
A worldwide network of computer networks all using the IPC (Internet Protocol) which allows computers to "talk" to one another.

**Library Cooperative**
A not-for-profit corporation qualified or registered pursuant to Chapter 617, F.S., and in good standing, consisting of two or more libraries under separate governanace and of more than one type, including any combination of academic, school, special, state institution, and public libraries.

**Long Range Plan**
A document adopted by a library's governing body outlining the goals, objectives and action plans for the library's operation and development over a 3-5 year period.

**MARC**
Machine readable cataloging.

**MLS**
Master's degree from an ALA library program.

**Multicounty Library**
A library system established by joint action of the government agencies or by vote of the residents of the counties involved, and governed by a single board of trustees.

**Multitype Library Cooperative**
An organization formed by a group of libraries supported by federal funds, state funds, and local membership fees. Multitype library cooperatives promote and coordinate the free sharing of materials, information and services among public, academic and special libraries.

**Municipal Library**
A public library established, maintained, and supported through taxation by a city, town, township, borough or village, or other municipality, whose board of trustees is appointed by a municipal authority or elected, or whose library director reports to another office of municipal government.

**OPAC**
Online public access catalog. A computer based and supported library catalog designed to be accessed via terminals so that library users may directly search for and retrieve information about library holdings.

**Outreach Services**
Library programs that seek out potential users, particularly those who cannot make use of traditional library services or materials.

**Periodical**
A serial appearing on an indefinite basis at regular or stated intervals, each issue is numbered and dated separately.

**Professional Librarian**
A person who holds a Master's degree in Library and Information Services.

**Reciprocal Borrowing**
The granting of borrowing privileges to the members of each other's user groups by cooperating libraries.

**Reference Collection**
A collection of books and other materials in a library, useful for supplying authoritative information or identifying sources, kept together for convenience in providing information service, and generally not allowed to circulate.

**Resource Sharing**
A term covering a variety of organizations and activities engaged in jointly by a group of libraries for the purpose of improving services and/or cutting costs.

**Staff Development**
A sustained effort to improve the overall effectiveness of personnel in the performance of their duties by providing and encouraging participation in a continuum of internal and external in-service training and continuing education opportunities.

**Support Staff**
A general term used in personnel classification to designate all the non-professional library personnel including clerks library technical assistants, and library associates.

**TTY**
Telecommunications device for the deaf.

## APPENDIX D -
## Standards Bibliography

## BIBLIOGRAPHY

This bibliography is not intended to be comprehensive. It is designed to provide the reader with more information about the topics covered in these standards and to assist in their implementation.

### General Information

Florida. Department of State, Division of Library and Information Services. **Florida Division of Library and Information Services: A Guide to Programs, Services, and Resources**. Tallahassee, FL.: Florida Department of State, Division of Library and Information Services, 1994.

An overview of the services and programs provided by the State Library of Florida. The manual is revised annually.

Florida Division of Library and Information Services. **Orange Seed Technical Bulletin**. Tallahassee, FL.: State Library of Florida, 1983 - date.

A bimonthly newsletter distributed by the State Library of Florida.

Florida. **Administrative Code**. Tallahassee, FL.: State of Florida.

Regulations governing the administration of library programs.

Florida. **Statutes**. Tallahassee, FL.: State of Florida, 1993.

Volume 2 of the Florida Statutes, revised 1993, contains Chapters 237-402. Chapter 257, "Public Libraries and State Archives," contains laws governing library administration and responsibilities.

Gorman, Michael and Paul W. Winkler, ed. **Anglo-American Cataloging Rules. 2nd ed. rev**. Chicago: American Library Association, 1988.

Rules for general libraries of all sizes regarding construction of catalogs and other lists.

U.S. Congress. House. **Americans With Disabilities Act**. Public Law 101-366, 101st Cong., 1990.

The Americans with Disabilities Act is a law that was passed to bar discrimination against people with physical or mental disabilities. Title 42, United States Code, Section 12182 prohibits discrimination in public accommodations such as public libraries.

U.S. Congress. House. **Family and Medical Leave Act of 1993**. 103rd Congress, First Session, 1993.

The Family and Medical Leave Act addresses the rights of employees to family leave for the birth of a child, adoption, or a serious health condition with protection of the employees' employment and benefit rights.

**Governance, Leadership and Funding**

American Library Association. **ALA Handbook of Organization and Membership Directory** (Annual). Chicago: American Library Association.

This is important resource compiles the policies and procedures of ALA, including positions and public policy statements on those issues that have been addressed by the organization. Included are the Library Bill of Rights, the Freedom to Read statement, Library Personnel Practices, and the services and responsibilities of Libraries.

American Library Association. Public Library Association. **PLA Handbook for Writers of Public Library Policies**. Chicago: American Library Association, 1993.

Examples of policies needed in public libraries and a process for how to develop them.

American Library Association. Public Library Association. **Public Library Data Service: Statistical Report**. Annual. Chicago: American Library Association, 1994.

This annual report contains information on U.S. public libraries that choose to contribute information. The information is based on the previous year's data. Topics covered are library identification, financial information, resources and community measures, annual use figures, output measures, and library roles.

Bremer, Susan. **Long Range Planning: A How-To-Do-It Manual for Public Libraries**. New York: Neal-Schuman Publishers, 1994.

This book guides the reader through the planning process in concise, achievable steps using concrete examples, timetables, worksheets, and checklists.

Childers, Thomas and Nancy Van House. **What's Good? Describing Your Public Library's Effectiveness**. Chicago: American Library Association, 1993.

This book explains how to define what various groups connected with a public library want it to do and then asks what doing it will mean in quantitative terms.

Cirino, Paul John. **The Business of Running a Library: A Handbook for Public Library Directors**. Jefferson, N.C.: McFarland, 1991.

Written as a handbook for library directors this book focuses on ideas for encouraging creativity, learning to delegate, analyzing your own leadership style and working with trustees.

Cohn, John, Ann Kelsey, and Keith Michael Fiels. **Planning for Library Automation: A How-To-Do-It Manual for Librarians**. New York: Neal Schuman Publishers, 1992.

A basic guide to the essential components of automation planning in medium and smaller sized libraries emphasizing modular, often microcomputer based, options.

Curry, Elizabeth and Susan Sellers Whittle, eds. **Florida Public Library Board Manual**. Tallahassee, FL.: State Library of Florida, 1988.

This book discusses the role of library boards in public libraries and contains information about board organization, establishing policies, developing information manuals, initiating public relations efforts, preparing library budgets and the local library's relationship to the State Library.

Florida. Department of State, Division of Library and Information Services. **Florida Library Directory with Statistics**. Annual. Tallahassee, FL.: Department of State, Division of Library Services.

A yearly compilation of statistical data with an emphasis on public libraries. The directory includes addresses for public libraries, library associations, library networks and multitype library cooperatives, academic libraries, special libraries, institution libraries and district media personnel.

Florida. Office of the Attorney General. **Florida's Government-in-the-Sunshine Manual: A Reference for Compliance with Florida's Public Records and Open Meeting Laws**. Tallahassee, FL: First Amendment Foundation, Annual.

The booklet explains how to best comply with Florida "Sunshine Laws" in a clear, question and answer format. Sections of particular interest to libraries, such as 257.261, which deals with the confidentiality of registration and circulation records,. are easily identifiable in the comprehensive text.

McClure, Charles, et al. **Planning and Role Setting for Public Libraries**. Chicago, American Library Association, 1987.

Written for public libraries, this manual provides instruction on how to improve library management and effectiveness and assess the quality off library services. Sources for additional information are included.

Sager, Donald. **Managing the Public Library**. Boston: G.K. Hall, 1989.

General information about managing public libraries based on the author's practical experience in managing large public libraries. Among the topics covered are governance, finance, planning, personnel, organization, automation, public relations and marketing, construction and cooperation.

Van House, Nancy and Thomas Childers. **The Public Library Effectiveness Study: The Complete Report**. Chicago: American Library Association, 1993.

This book is a report of the public library effectiveness study whose purpose was to define effectiveness for the public library institution.

Van House, Nancy, Mary Jo Lynch, Charles R. McClure, and Douglas Zweizig. **Output Measures for Public Libraries: a Manual of Standardized Procedures**. Chicago: American Library Association, 1987.

This manual describes methods employed by libraries in developing statistical pictures of patron use. Measures range from simple counts of patrons to more sophisticated data analysis of patron data collected by employees. Sample forms for collection of data are included.

Walter, Virginia. **Output Measures for Public Library Service to Children: a Manual of Standardized Procedures**. Chicago: American Library Association, 1992.

A companion management tool to **Output Measures for Public Libraries**, this book builds on the earlier output measures but is focused on the needs of children and their caregivers. Contains quantitative and qualitative measures for public library service to children 14 years and younger.

Walter, Virginia. **Output Measures and More: Planning and Evaluating Young Adult Services in Public Libraries**. Chicago: American Library Association, 1995.

A companion management tool to **Output Measures for Public Libraries and Output Measures for Library Service to Children**, this book focuses on services to young adults.

Weigand, Darlene and Dorothy Sinclair. **Administration of the Small Public Library**., 3rd ed. Chicago: American Library Association, 1992.

A revision of Dorothy Sinclair's previous two editions with the same title, this book emphasizes the changing vision for small public libraries, the role of technology and theimportance of marketing.

Zweizig, Douglas, Debra Wilcox Johnson, and Jane Robbins. **TELL IT! Evaluation Sourcebook and Training Manual**. Madison, WI.: University of Wisconsin, 1994.

This manual summarizes a variety of evaluation techniques that can be used by libraries to assess program effectiveness.

**Personnel**

Dobb, Linda and Patricia Dick. **Human Resource Management for the Small Library**. Chicago: American Library Association, 1993.

A brief overview of information on managing personnel in the workplace. Techniques for facilitating decision making, maintaining open communications, identifying staff training needs as well as methods for improving the health of the workplace.

Lipow, Anne and Deborah Carver. **Staff Development: A Practical Guide**. Chicago: American Library Association, Library Administration and Management Association, 1992.

A comprehensive, clearly written guide dealing with the concepts of developing a staff development program and methods for preparing and implementing staff development activities.

**Access**

American Library Association. **Intellectual Freedom Manual. 4th ed**. Chicago: American Library Association, 1992.

This book contains most of the ALA policies that relate to censorship issues such as the Freedom to Read statement and the Library Bill of Rights. The manual provides a clear, point-by-point explanation of the policies and offers suggestions for the reader on how to defend, explain and implement the policies.

Jones, Frances M. **Defusing Censorship: The Librarian's Guide to Handling Censorship Conflicts**. Phoenix, AZ: Oryx Press, 1983.

Suggestions for how to cope with censorship challenges includes sample policies, guidelines, intellectual freedom statements, banned books, where to go for help and ideas for in-service training.

**Materials and Collections**

American Library Association. Association for Library Collections and Technical Services. **Guide to Cooperative Collection Development**. Chicago: American Library Association, 1994.

This book is designed to help library administrators, government bodies and political entities understand the benefits and challenges of coordinated collection development. It also contains ideas for helping with the development of policies and procedures and initiating and sustaining cooperative collection development programs.

American Library Association. Reference Collection and Evaluation Committee. **Reference Collection Development: A Manual**. Chicago: American Library Association, 1992.

Advice on how to develop a reference collection development policy with illustrative examples for public libraries.

Baker, Sharon L. and Patricia Boze. **Fiction Collection Assessment Manual**. Champaign, IL: Lincoln Trails Library System, 1992.

Developed for libraries in the Lincoln Trails Library System, this manual provides the reader with a technique for assessing public library fiction collections.

Cassell, Kay Ann and Elizabeth Futas. **Developing Public Library Collections, Policies, and Procedures: A How-To-Do-It Manual for Small and Medium Sized Public Libraries**. New York: Neal-Schuman Publishers, 1991.

This book is designed to help small and medium sized public libraries create collection development policies. It describes a process for developing staff and community members to provide input into the collection development policy and specific techniques for producing a policy.

Lang, Jovian P., ed. **Reference Sources for Small and Medium-Sized Libraries. 5th ed**. Chicago: American Library Association, 1992.

This source, as the name indicates, provides a list of reference sources appropriate to small and medium sized libraries. Bibliographic information as well as current prices and ordering information are included. Sources range from encyclopedias to atlases to indexes, as well as other standardized reference material.

Neeley, Jim. **Reference Collection Development: A Bibliography**. Chicago: American Library Association, 1991.

Lists publications relevant to the development, evaluation and management of referencecollections.

**Services**

American Library Association. Association of Specialized and Cooperative Library Agencies. **101 Ideas for Serving the Impaired Elderly**. Chicago: American Library Association, 1990.

Contains program ideas for serving the impaired elderly population.

American Library Association. Public Library Association. **Guidelines for Establishing Community Information and Referral Services in Public Libraries**. 3rd ed. Chicago: American Library Association.

Contains useful guidelines for establishing community information and referral services in public libraries. Includes a selective guide to the literature of I & R service.

Byrne, Deborah J. **MARC Manual: Understanding and Using MARC Records**. Englewood, CO: Libraries Unlimited, 1991.

This resource describes the structure, content, designations and codes, as well as the function, of MARC records. A useful resource to have on hand even for experienced catalogers.

Chelton, Mary Kay and James Rosinia. **Bare Bones: Young Adult Service Tips for Public Library Generalists**. Chicago: American Library Association, 1993.

A manual on ideas for providing effective service to young adults including suggestions for materials and programs of interest to this age group.

Crispen, Joanne, ed. **The Americans with Disabilities Act: Its Impact on Libraries**. Chicago: American Library Association, 1993.

Proceedings from a ALA/ASCLA pre-conference on the Americans with Disabilities Act law which includes presentations from legal experts, government officials and librarians.

Farmer, Lesley S.J. **Young Adult Services in the Small Library**. Chicago: American Library Association, 1992.

Tips for developing library services to young adults.

Fasick, Adele M. **Managing Children's Services in the Public Library**. Englewood, CO: Libraries Unlimited, 1991.

This book looks at the ways librarians manage their collections and programs to reach children. It considers ways to organize a program of children services, planning and implementing policies managing work within a youth services department as well as tips for working with administrators, preparing budgets and suggestions for developing cooperative relationships with schools and other community agencies serving youth populations.

Florida. Department of State, Division of Library and Information Services. **Developing Public Library Services for Young Adults**. Tallahassee, FL: Florida Department of State, 1994.

This manual developed by the Florida State Library staff expands upon the young adult staff development and training workshops presented by the State Library. It contains numerous programs ideas, practices, and ideas for reaching out to young adults.

Florida. Department of State, Division of Library and Information Services. **Florida Library Youth Program Manuals. Annual**. Tallahassee, FL.: Department of State, Division of Library and Information Services.

The FLYP Manual, previously known as the Florida Summer Library Program Manual, provides themes, activities and booklists to assist in planning programs for children. Contact the State Library of Florida for the most recent title.

Florida. Department of State, Division of Library and Information Services. **Library Service to Florida's Elders: A Statewide Continuing Education Project**. Tallahassee,FL.: Florida Department of State, Division of Library and Information Services, 1992.

A notebook to assist public library staff in serving the elder population in Florida.

McCook, Kathleen de la Peña and Gary Rolstad. **Developing Reader's Advisory Services: Concepts and Commitments**. New York: Neal-Schuman Publishers, 1993.

A compilation of papers that consider the role of reader's advisory, skills and collections needed to support reader's advisory services, and techniques for dealing with the needs of specific groups such as children, the elderly, non-English speaking and persons with disabilities.

Simon, Anne. **Kids Welcome Here! Writing Public Library Policies that Promote Use by Young People**. Albany, NY: New York Library Association, 1990.

This book is designed to help trustees, administrators and youth services librarians in devising their own local library policies to promote use by young people and their families. It includes sample statements on philosophy of service, access to services, collection development, reference, programming and conduct.

**Facilities**

American Library Association. Library Administration and Management Association. **Checklist of Library Building Design Considerations**. Chicago: Library Administration and Management Association, 1988.

This checklist provides librarians, architects and others involved in library construction a list of pertinent questions to ask themselves during the design phase of a new library or during a remodeling project. The questions highlight issues of space and function in every aspect of a proposed library facility and help ensure that nothing will be left out of the planning process.

Florida. Department of State, Division of Library and Information Services. **Surveying Public Libraries for the ADA**. Tallahassee,FL.: Florida Department of State, Division of Library and Information Services, 1992.

This publication contains information to help libraries comply with the Americans with Disabilities Act.

Fortson, Judith. **Disaster Planning and Recovery: A How-To-Do-It Manual for Librarians and Archivists**. New York: Neal-Schuman Publishers, 1992.

A guide for responding to disasters or for formulating plans for preventative measures.

Fraley, Ruth and Carol Anderson. **Library Space Planning: A How-To-Do-It Manual for Assessing, Allocating and Reorganizing Collections, Resources and Facilities**. New York: Neal-Schuman Publishers, 1989.

Covers all aspects of space planning, including measuring collection space, assessing facilities, financial considerations, planning moves, and security needs. Included are sample floor diagrams, moving checklists and sample bid specifications.

Martin, Ron G., ed. **Libraries for the Future: Planning Buildings that Work**. Chicago: American Library Association, 1992.

Proceedings of an ALA pre-conference on library buildings this book includes information on the building planning process, the role of consultants in developing building programs, functional requirements and space relationships in library buildings and tips on selecting an architect.

**Cooperation and Resource Sharing**

Benson, Allen. **The Complete Internet Companion for Librarians**. New York: Neal- Schuman Publishers, 1995.

This manual describes what you need to know about using the Internet including hardware and software requirements, Internet applications such as FTP, TELNET, and EMail, and resource discovery tools.

Florida. Department of State, Division of Library and Information Services. **Florida Plan for Interlibrary Cooperation, Resource Sharing and Network Development**. Tallahassee, FL.: Department of State, Division of Library and Information Services, 1994.

This document outlines the goals for interlibrary cooperation, resource sharing, and network development which are guiding the Florida Library Network Council.

McClure, Charles R., John Carlo Bertot, and Douglas Zweizig. **Public Libraries and the Internet: Study Results, Policy Issues and Recommendations, Final Report, June 1994**. Washington: National Commission on Libraries and Information Science, 1994.

This resource collects a wide variety of data on public libraries, ranging from gross annual expenditures to the average number of telephones. There is an overall focus on the Internet and its use and the expertise of library staff concerning the Internet.

Sloan, Bernard G. **Linked Systems for Resource Sharing**. Boston: G.K. Hall and Co., 1991.

A how-to manual, this source discusses the pros and cons of automated resource sharing and addresses the issues involved.

Stites, Barbara J. and Samantha K. Hastings. **Internet Access for Florida's Public Libraries**. Tampa, FL.: Tampa Bay Library Consortium, Inc., 1995.

A project report on the Internet Access for Florida's Public Libraries pilot project which linked six public libraries to the Internet for one year ( October 1993-September 1994).

Woodsworth, Anne. **Library Cooperation and Networks: A Basic Reader**. New York: Neal-Schuman Publishers, Inc. 1991.

A broad overview of library cooperation, this source covers the pros and cons and the implications and consequences of library networking and resource sharing.

**Community Relations**

American Library Association. Public Information Office. **PR Activity Report**. Chicago: American Library Association.

This report is focused on ideas for maintaining good public relations. It provides ideas for programs as well as updates on events that could affect librarianship as a whole.

Clow, Faye and Daniel G. Zack. **Forming and Funding Public Library Foundations**. Chicago: Public Library Association, 1993.

A how-to manual on forming public library foundations includes sample articles of incorporation and by-laws and describes the benefits of forming and funding a foundation.

Dolnick, Sandy. **Friends of the Library Sourcebook**. Chicago: American Library Association, 1989.

This book is meant to help new and established friend's groups with specific ideas on getting organized, establishing objectives, membership recruitment, programming, fundraising, and lobbying and legislative efforts.

Fox, Beth Wheeler. **The Dynamic Community Library: Creative, Practical and Inexpensive Ideas for the Library Director**. Chicago, American Library Association, 1988.

This is a useful book covering topics such as the use of volunteers, dealing with library boards, determining community needs, long range planning, public relations and assessing community needs. It contains many helpful tips on how to use publicity to effectively market a library and increase budgets.

Herring, Mark Youngblood. **Organizing Friends Groups: A How-to-Do-It Manual for Librarians**. New York: Neal Schuman, 1993.

Covers practical matters ranging from getting staff and the community involved to decisions on dues, membership and by-laws. The author offers tips on understanding the community structure and protocol and step-by-step suggestions on how to organize the first Friends of the Library event.

Karp, Rachelle S. **Volunteers in Libraries**. Chicago: American Library Association, 1993.

This pamphlet provides a step-by-step guide to working effectively with volunteers by planning a successful volunteer program. Ideas on recruiting, hiring, training and evaluating volunteers as well as ways to provide recognition. Contains a resource list on where to get help with volunteer programs and a sample list of volunteer rights and responsibilities.

Leeburger, Benedict A. **Promoting and Marketing the Library**. Boston: G.K. Hall, 1989.

This book is a practical introduction to such topics as understanding the need for marketing, conducting a publicity campaign, sponsoring special programs and events and developing community relations.

The Department of State, State Library of Florida, publishes other documents such as a long range plan and guidelines for the use of federal and state grant funds for library services and construction. Contact the State Library of Florida at 904-487-2651 for the most recent publications related to state and federal funding.

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